From: Genevieve Bautista
Sent: Sunday, May 04, 2008 9:38 PM
To: Doris Marshall
Cc: Lisa Hulse
Subject: RE: visit

Attachments: BER HANDBOOK FINAL 1106.DOC; Executive Summary April 2008- G. Bautista.doc; BER 2008 Template (blank).xls; QS site visit form 2008.pdf; QS SiteVisitChecklist.pdf; QS SiteVisitPlanOfAction.pdf; RDQS Training.xls

I'm flying via southwest airlines.

Here are some of the answers to your questions. We can work on it some more when I get there. I also attached some forms that you may need in case you don't have them yet. I can also show you how to access them in your computer.

CARE Log needs to be updated on a weekly basis. You can review this with the RCD along with their move outs during your weekly conference calls "Managing the Back Door". The RCD can get a copy of MIMO (move in/move out) from their CRD Community Relations Director) to give you a more accurate report. I send out my Move out analysis worksheet for RCD to complete on the last week of the month. I use this for the weekly conference call.

The only reports the RCD has to turn in to me on a regular basis are the HIGHLIGHTS and MONTHLY WEIGHTS for memory care neighborhood (SCU).. RCD needs to complete the last column (RCD Response) with the current status of the resident and any interventions and/or systems put in place to prevent the event from reoccurring. When the RCD turn this in to you, then you review and determine if there are any other interventions they can try or if you have any other suggestions. Monthly weights need to be submitted to Jennifer Caraang by the 10th of every month. You need to review this and make sure the significant (5lbs or more loss/gain in a month and any trends) weight changes are called in to the PMD and family/POA. If it's not a planned weight loss, then the resident may need a RD consult, interventions to prevent continued weight loss, etc.

I can show you how to get to Vigilan. Do you have a password yet? Make sure you have an access. You can also ask Sara Padilla to do a webinar for you.

CTM (Collaborative Team Management): We can talk about how we do it in my region (Evan, Shamim, and me). I can give you examples. We do a team visit in the community (see below).

. One of the new initiatives for 2008 that we as the regional came up with is to visit your communities together as a CTM visit. This visit is a way for all three of us to meet with your team together as a group to help you in driving your business. During our visits we will include the following items on our agendas but not limited to:

- sales
- occupancy
- back door

- staffing
- OT
- care
- HR issues
- Barriers
- Workers comp
- Financials – Revenue/ebitdarm
- Etc

Monthly Executive Summary: I complete/update this and turn it in to Lisa every last Friday of the month or sometimes last Monday of the month which ever is closer to the end of the month. I keep this current on a daily basis as things occur (a work in progress). This way I will have the information when it's time for me to type it and submit to Lisa. I attached a sample for you.

BER (Business Expense Report): I can show you how to complete that when I get there. I also attached P&P as well as a blank sheet for you to use.

I also complete a QS site visit when I go to my community. This helps me a lot to make sure that I check on systems. Sometimes I don't get to complete this because I'm there for a different reason (i.e. CTM visit, chart review visit, family meeting visit, etc.)

I also attached a RDQS Training checklist. We can go over that if you have any questions. I hope this helps. This can get you started. If you have any further questions let me know and I will try to answer them before I get there on Wednesday.

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